



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Charter Fiberlink-Illinois, LLC
for quarter ending June 30, 2012

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.06	0.06	0.06	0.06
C. Repair Office Answer Time [730.510(b)(1)]	0.22	0.11	0.25	0.19
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.34	0.13	0.17	0.21
E. Percent of Service Installations [730.540(a)]	99.41%	99.68%	99.03%	99.38%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.44%	88.08% *	93.43% *	92.09% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.68	3.25	3.28	3.07
H. Percent Repeat Trouble Reports [730.545(c)]	8.79%	12.89%	12.66%	11.62%
I. Percent of Installation Trouble Reports [730.545(f)]	5.53%	5.21%	7.27%	6.04%
J. Missed Repair Appointments [730.545(h)]	85	94	109	96
K. Missed Installation Appointments [730.540(d)]	34	25	34	31

Comments



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